

Board Policy Committee Meeting and Special SMUD Board of Directors Meeting

Date: Wednesday, August 9, 2023

Time: Scheduled to begin at 6:00 p.m.

Location: SMUD Headquarters Building, Auditorium
6201 S Street, Sacramento, CA

Powering forward. Together.



AGENDA

BOARD POLICY COMMITTEE MEETING AND SPECIAL SMUD BOARD OF DIRECTORS MEETING

Wednesday, August 9, 2023
SMUD Headquarters Building, Auditorium
6201 S Street, Sacramento, California
Scheduled to begin at 6:00 p.m.

This Committee meeting is noticed as a joint meeting with the Board of Directors for the purpose of compliance with the Brown Act. In order to preserve the function of the Committee as advisory to the Board, members of the Board may attend and participate in the discussions, but no Board action will be taken. The Policy Committee will review, discuss and provide the Committee's recommendation on the following:

Virtual Viewing or Attendance:

Live video streams (view-only) and indexed archives of meetings are available at:
http://smud.granicus.com/ViewPublisher.php?view_id=16

Zoom Webinar Link: [Join Board Policy Committee Meeting Here](#)

Webinar/Meeting ID: 160 353 1945

Passcode: 861366

Phone Dial-in Number: 1-669-254-5252 or 1-833-568-8864 (Toll Free)

Verbal Public Comment:

Members of the public may provide verbal public comment by:

- Registering in advance of a meeting by sending an email to PublicComment@smud.org, making sure to include the commenter's name, date of the meeting, and topic or agenda item for comment. Microphones will be enabled for virtual or telephonic attendees at the time public comment is called and when the commenter's name is announced.
- Completing a sign-up form at the table outside of the meeting room and giving it to SMUD Security.
- Using the "Raise Hand" feature in Zoom (or pressing *9 while dialed into the telephone/toll-free number) during the meeting at the time public comment is called. Microphones will be enabled for virtual or telephonic attendees when the commenter's name is announced.

Written Public Comment:

Members of the public may provide written public comment on a specific agenda item or on items not on the agenda (general public comment) by submitting comments via email to PublicComment@smud.org or by mailing or bringing physical copies to the meeting. Comments will not be read into the record but will be provided to the Board and placed into the record of the meeting if received within two hours after the meeting ends.

DISCUSSION ITEMS

1. Tracy Carlson Accept the monitoring report for **Strategic Direction SD-5, Customer Relations.**
Presentation: 20 minutes
Discussion: 5 minutes

2. Cara Chatfield Accept the monitoring report for **Strategic Direction SD-15, Outreach and Communication.**
Presentation: 20 minutes
Discussion: 10 minutes

3. Dave Tamayo Board monitoring: **Staff-Board Linkage BL-9, Delegation to the General Manager with Respect to Local, State and Federal Legislation and Regulation; Board-Staff Linkage BL-10, Delegation to the General Manager With Respect to Real and Personal Property Policy; and Board-Staff Linkage BL-11, Delegation to the General Manager With Respect to The Settlement of Claims and Litigation.**
Presentation: 5 minutes
Discussion: 10 minutes

INFORMATIONAL ITEMS

4. Heidi Sanborn Board Work Plan.
Discussion: 5 minutes

5. Public Comment

6. Dave Tamayo Summary of Committee Direction.
Discussion: 1 minute

ANNOUNCEMENT OF CLOSED SESSION AGENDA

1. **Public Employment.**

Pursuant to Section 54957 of the Government Code:

Special Assistant to the Board.

Members of the public shall have up to three (3) minutes to provide public comment on items on the agenda or items not on the agenda, but within the jurisdiction of SMUD. The total time allotted to any individual speaker shall not exceed nine (9) minutes.

Members of the public wishing to inspect public documents related to agenda items may click on the Information Packet link for this meeting on the smud.org website or may call 1-916-732-7143 to arrange for inspection of the documents at the SMUD Headquarters Building, 6201 S Street, Sacramento, California.

ADA Accessibility Procedures: Upon request, SMUD will generally provide appropriate aids and services leading to effective communication for qualified persons with disabilities so that they can participate equally in this meeting. If you need a reasonable auxiliary aid or service for effective communication to participate, please email Toni.Stelling@smud.org, or contact by phone at 1-916-732-7143, no later than 48 hours before this meeting.

SSS No.
CO-CES 23-001

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date
Policy – 08/09/23
Board Meeting Date
August 17, 2023

TO		TO	
1.	Claire Rogers	6.	
2.	Brandy Bolden	7.	
3.	Jennifer Davidson	8.	
4.	Suresh Kotha	9.	Legal
5.	Farres Everly	10.	CEO & General Manager

Consent Calendar	<input checked="" type="checkbox"/>	Yes	No <i>If no, schedule a dry run presentation.</i>	Budgeted	<input checked="" type="checkbox"/>	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>
FROM (IPR) Tracy Carlson			DEPARTMENT Customer Operations	MAIL STOP A151		EXT. 7248	DATE SENT 07/14/2023

NARRATIVE:

Requested Action: Accept the monitoring report for **Strategic Direction SD-5, Customer Relations.**

Summary: Communicate status of key metrics as they relate to customer satisfaction and the hearing/appeal process.

Board Policy: Strategic Direction SD-5, Customer Relations. This report provides the measurement of customer service as specified in SD-5.
(Number & Title)

Benefits: Provide Board Members with an update on the compliance of the Strategic Direction and allow an opportunity to make corrections, additions, or changes if necessary.

Cost/Budgeted: There is no budgetary impact for this report.

Alternatives: No action would impact ability to meet Strategic Direction.

Affected Parties: Customer Operations, Communications, Marketing, & Community Relations, Legal, and SMUD customers

Coordination: Customer Operations

Presenter: Tracy Carlson, Director, Customer Operations

Additional Links:

SUBJECT Annual Monitoring Report for SD-5, Customer Relations	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SACRAMENTO MUNICIPAL UTILITY DISTRICT

OFFICE MEMORANDUM

TO: Board of Directors

DATE: July 25, 2023

FROM: Claire Rogers *CR 7/25/23*

**SUBJECT: Audit Report No. 28007607
Board Monitoring Report; SD-5:Customer Relations**

Audit and Quality Services (AQS) received the SD-5 *Customer Relations* 2022 Annual Board Monitoring Report and performed the following:

- Selected a sample of statements and assertions in the report for review.
- Interviewed report contributors and verified the methodology used to prepare the statements in our sample.
- Validated the reasonableness of the statements in our sample based on the data or other support provided to us.

During the review, nothing came to AQS' attention that would suggest the items sampled within the SD Board Monitoring report did not fairly represent the source data available at the time of the review.

CC:

Paul Lau

Board Monitoring Report 2022

Strategic Direction

SD-5, Customer Relations



1) Background

Strategic Direction SD-5 states that:

Maintaining a high level of customer relations is a core value of SMUD. Additionally, the Board sets a customer satisfaction target of 95 percent with no individual component measured falling below 85 percent.

In addition, the Board establishes an overall customer experience “value for what you pay” target of 70 percent by the end of 2025 and 80 percent by the end of 2030, with neither the average commercial customer score falling below 69 percent nor the average residential customer score falling below 65 percent in any year.

As part of this policy:

- a) SMUD customers shall be treated in a respectful, dignified and civil manner.
- b) SMUD shall communicate a procedure for customers who believe they have not received fair treatment from SMUD to be heard.

2) Executive summary

To ensure customers are receiving the highest quality of service, SMUD measures the satisfaction of key interactions with SMUD: Outages, Tree Trimming, Bill Inquiries, New Connections, IVR Payments, and IVR Payment Arrangements.

In addition, we measure Value for What You Pay as value drives customer loyalty. Value is defined as the trade-off between the perceived benefits a customer gets to the cost they have to pay for the benefits. Knowing what customers value allows SMUD to tailor services, products, and offerings to sustain customer relationships as the utility market evolves. SMUD is measuring customer perceived value because SMUD believes it is an effective early indicator of customer loyalty. When customers have options to choose alternatives, whether alternatives in energy, energy advisement, and other related services, we want our customers to continue choosing SMUD.

High satisfaction in these key interactions below and a high Value for What You Pay score support SMUD’s purpose and vision to act in the best interests of our customers and community.

a. SMUD is in compliance with SD-5.

- SMUD has exceeded the target of 95% with an overall Customer Satisfaction of **97%**. All six components exceeded the goals.
- SMUD achieved a **71%** overall Value for What You Pay score, with neither Residential nor Commercial falling below their prescribed floors.

Metric	2022 performance	2021 performance	2020 performance	2019 performance	2018 performance
Customer Satisfaction Level	97%	97%	97%	97%	97%
Tree Trimming	95%	96%	95%	95%	95%
New Connects	98%	99%	99%	98%	98%
Bill Inquiries	96%	96%	96%	96%	95%
Outage Communication	96%	94%	95%	96%	96%
IVR Payment	98%	98%	97%	96%	96%
IVR Payment Arrangement	95%	94%	93%	98%	98%
Value for What You Pay	71%	76%	77%	67%	71%
Commercial	73%	79%	79%	69%	73%
Residential	70%	73%	75%	66%	69%

3) Additional supporting information

Respectful Customer Treatment: Compliant

SMUD customers are treated in a respectful, dignified and civil manner. SMUD employees are trained to deliver quality customer experience through extensive, multi-channel employee competency development.

Respectful Customer Treatment Supporting Information:

- Virtual Classroom Training Attendees: 762
- Web/ E-Learning: 94
- Real Time Training – 2022 Bulletins: 231
- Customer Journey Mapping and Design thinking sessions: 25

Hearing Appeal Process: Compliant

Customers are made aware of SMUD’s Hearing and Appeal process through multiple channels. The back page of every paper bill describes the process. In addition, the

process is described in detail on the SMUD website and is linked from the digital bill in My Account.

Zero hearings were conducted in 2022, as staff successfully resolved all escalations within standard customer communication channels.

4) Challenges

SMUD has an aggressive and important goal to reach zero carbon in our power supply as outlined in the 2030 Clean Energy Vision. Bringing our customers along in our zero carbon journey is critical. We recognize customer adoption of clean energy solutions is more challenging with some customer segments, including within our historically underserved communities, low-income customers and our small/midsize business customers. Our Community Impact Plan aims to reach deep into these segments to meet customers where they're at to help ensure they also benefit from a clean energy future.

SMUD is not immune from economic conditions. Inflation, supply chain challenges and a variety of other external factors are putting upward pressure on our rates, which are a key driver of customer satisfaction and Value for what you Pay. In addition to Operational Excellence and other efforts to contain costs to reduce rate impacts, we'll continue to provide our customers with tools and information to help reduce their energy usage and their bills.

5) Recommendation

It is recommended that the Board accept the Monitoring Report for SD-5.

6) Appendices

Not applicable.

SSS No. M&CC 23-003

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy – 08/09/23
Board Meeting Date August 17, 2023

TO				TO			
1.	Claire Rogers	6.					
2.	Farres Everly	7.					
3.	Brandy Bolden	8.					
4.	Jennifer Davidson	9.	Legal				
5.	Suresh Kotha	10.	CEO & General Manager				
Consent Calendar	<input checked="" type="checkbox"/> Yes	No <i>If no, schedule a dry run presentation.</i>		Budgeted	<input checked="" type="checkbox"/> Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>	
FROM (IPR) Cara Chatfield		DEPARTMENT Marketing and Corporate Communications			MAIL STOP B411	EXT. 5145	DATE SENT 07/14/2023

NARRATIVE

Requested Action: Accept the monitoring report for **Strategic Direction SD-15, Outreach and Communication.**

Summary: The Board of Directors will be presented with overall customer communications activities for 2022.

Board Policy: Strategic Direction SD-15, Outreach and Communication
(Number & Title)

Benefits: As a customer-owned utility, SMUD has a responsibility to communicate with all of our customers. Consistent, integrated, purpose-driven communications enhance our relationship with our customers and create an environment of partnership and engagement.

Cost/Budgeted: There is no budgetary impact for this report.

Alternatives: Provide the Board with written reports and communication through the Chief Executive Officer and General Manager.

Affected Parties: Communications, Marketing, & Community Relations, Customer & Community Services, Zero Carbon Energy Solutions and SMUD customers.

Coordination: Marketing and Corporate Communications

Presenter: Cara Chatfield, Director, Marketing and Corporate Communications

Additional Links:

SUBJECT Monitoring Report - Strategic Direction SD-15, Outreach and Communication	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SACRAMENTO MUNICIPAL UTILITY DISTRICT

OFFICE MEMORANDUM

TO: Board of Directors

DATE: July 25, 2023

FROM: Claire Rogers *CR 7/25/23*

**SUBJECT: Audit Report No. 28007608
Board Monitoring Report; SD-15: Outreach and
Communication**

Audit and Quality Services (AQS) received the SD-15 *Outreach and Communication* 2022 Annual Board Monitoring Report and performed the following:

- Selected a sample of statements and assertions in the report for review.
- Interviewed report contributors and verified the methodology used to prepare the statements in our sample.
- Validated the reasonableness of the statements in our sample based on the data or other support provided to us.

During the review, nothing came to AQS' attention that would suggest the items sampled within the SD Board Monitoring report did not fairly represent the source data available at the time of the review.

CC:

Paul Lau

Board Monitoring Report 2022

SD-15 Board Strategic Direction on Outreach and Communication



1) Background

Strategic Direction 15 states:

Providing broad outreach and communication to SMUD's customers and the community is a key value of SMUD.

Specifically:

- a. SMUD shall provide its customers the information, education, and tools they need to best manage their energy use according to their needs.
- b. SMUD will use an integrated and consistent communication strategy that recognizes the unique customer segments that SMUD serves.
- c. SMUD's communication and community outreach activities shall reflect the diversity of the communities we serve. SMUD shall use a broad mix of communication channels to reach all customer segments. This communication shall be designed to ensure that all groups are aware of SMUD's major decisions and programs.

2) Executive summary

Strategic Direction 15 requires SMUD's communication and community outreach activities to reflect the diversity of SMUD and the community we serve, using a broad mix of communication channels. In accordance, we look at the level of our marketing and outreach activities by communication channel, as well as the customer awareness of various programs and services by ethnicity.

SMUD is in compliance with SD-15 Outreach and Communication.

In 2022, our community and the region began to move out of the pandemic. Early in the year we launched communications, including tools and resources to help customers manage their bill, to support the reinstatement of late fees, collections and disconnects. We also continued to engage with the community through virtual events, but saw more and more events go back to in-person events as the year went on.

We launched the second phase of our Clean PowerCity campaign – Clean Power Progress - to support SMUD's Clean Energy Vision and the 2030 Zero Carbon Plan. Clean Power Progress focused on what SMUD is doing to meet the objectives of the Zero Carbon Plan and Clean Energy Vision and what customers can do to be part of the journey to zero carbon.

In the summer of 2022, we also experienced a historic heatwave in our region and throughout our state, resulting in a potential energy emergency. We launched a series of emails, social media posts and other tactics to keep our customers informed and encourage conservation,

particularly during peak hours. We also updated our Time-of-Day messaging and launched a summer campaign to remind our customers of shifting their energy usage to off-peak times, promoting tips and tools for managing energy use and their bills and conserving power when it was needed most.

We could be seen or heard in 15 customer-facing communication channels (in addition to events), including information in up to 14 languages. We implemented over 20 marketing campaigns and participated in 1,414 community events, workshops, and partnerships. All the events and partnerships included at cultural, ethnic and/or special populations, including LGBTQ, low income, military, seniors, disabilities, education, environmental, health & safety and STEM, agriculture, all electric, electric vehicles, faith, homeowner associations, young adults (18-30) and youth (0-17). See Appendices A and B.

Our activities accounted for more than 855,298,145 customer impressions in 2022. Of these, 465,282,191 were ethnic customer impressions. Looking at TV and radio, the average SMUD customer had the opportunity to see or hear a SMUD commercial 34 times in 2022.

We look at trends related to the overall awareness of a cross-section of SMUD’s programs and services, segmented by ethnicity. The segments include Asian and Pacific Islander, Hispanic, Black and White. The programs measured are Rebates, Energy Assistance Program Rate (EAPR), Greenergy, Electric Vehicle (EV) discount rate, SMUD Energy Store, SMUD Mobile App, the 2030 Zero Carbon Plan which was added in 2021 and, new in 2022, Gas-to-Electric Appliance Conversion. See charts in Appendix B.

SD Requirement	Program/initiative/policy	Purpose	Outcome	Notes
Education and tools to manage energy use	In 2022, we implemented communications and outreach efforts about how SMUD is here to help with resources and tips for customers to manage energy use and their bills as we reinstated late fees, disconnects and collections. This also included a summer campaign to support customers through a historic heatwave and statewide power emergency. In all, we implemented more than 20 campaigns in 2022 promoting customer programs and services, including EAPR, MED Rate, My Energy Tools and Bill Alerts, electric vehicles, rebates, SMUD Energy Store, Budget Billing and Customer Due Date.	To provide customers with the education and tools for managing their energy use and their bills, as it related to the lingering effects of the pandemic and record inflation, as well as a historic summer heat wave, while also engaging customers with tools to help them manage energy use in relation to reducing carbon.	Successfully implemented campaigns that informed our customers of resources and tools available to them. Also successfully participated in over 1,400 community events with employees volunteering more than 11,000 hours. Awareness of most programs and were steady year-over-year. All the 1,414 events and partnerships included at least some cultural, ethnic and/or special populations, including LGBTQ, low income, military, seniors, disabilities, education, environmental, health & safety and STEM, agriculture, all electric, Electric Vehicles, faith, homeowner	Our Clean PowerCity campaign, which launched in support of the 2030 Zero Carbon Plan, also offers programs and services to help customers reduce energy use and reduce carbon. In 2022, we launched the next phase of the campaign focused on what SMUD is doing to meet the 2030 Zero Carbon goal and promoted the 37 tips to Join the Charge.

			associations, young adults (18-30) and youth (0-17). (Appendices A, B)	
Integrated and consistent communication that recognizes unique customer segments	Implemented communications, including collateral and advertisements in as many as 14 languages and in 15 communication channels to ensure we reach our customers in the channel they prefer, at the time they need it and with information specifically targeted to them. We also participated in hundreds of community events to reach our customer segments.	To have consistent, integrated messages available for various customer segments, including those based on ethnicity or those who may not see our messages in mainstream communication channels.	More than 465 million ethnic customer impressions, with all the 1,414 community events we participated in including some cultural, ethnic and/or special populations. Special populations include arts, LGBTQ, low income, military, seniors, disabilities, education, environmental, health & safety and STEM, agriculture, all electric, Electric Vehicles, faith, homeowner associations, young adults (18-30) and youth (0-17). (See Appendices A, B).	
Broad mix of communication channels	In 2022, we used 15 customer-facing communication channels to reach our customers, including community outreach events and partnerships, digital search and display, social media, broadcast and streaming television and radio, billboards and bus boards, surveys, direct mail, and email and both the paper and digital customer bill. We also had presence at more than 1,400 community events. By leveraging customer behavior data and using a broad mix of channels, we can reach customers in the communication channel they prefer with information that is pertinent to them. (See Appendix B)	To reach customers with our messages in the communication channels they prefer.	More than 855 million customer impressions across multiple communication channels and support of 1,414 community outreach events and partnerships in 2022 (see Appendices A, B).	

3) Additional supporting information for SD-15, Outreach and Communication

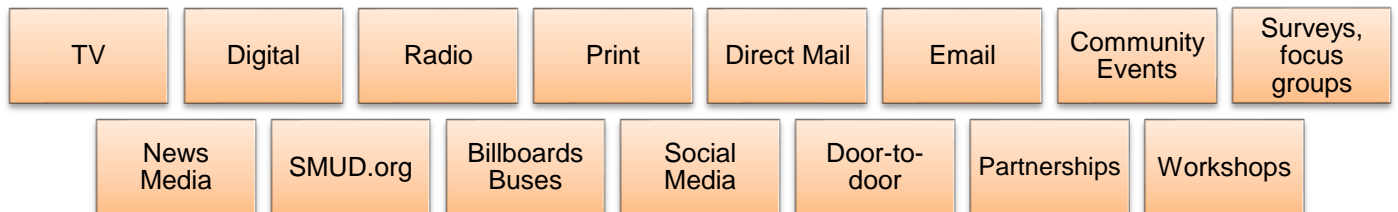
a) SMUD shall provide its customers the information, education, and tools they need to best manage their energy use according to their needs.

In 2022, we developed and implemented over 20 marketing and communication campaigns, including:

- Clean PowerCity
- Budget Billing & Custom Due Date
- Community-Owned, Not-For-Profit
- Complete Energy Solutions
- Energy Assistance Program Rate (EAPR)
- Economic Development
- Electric Vehicles
- EnergyHELP
- Express Energy Solutions
- Go Electric rebates
- Greenergy
- HomePower
- Integrated Design Solutions
- Paperless Billing/My Account
- Powering Futures
- Safety (Car Pole, Wildfire)
- SMUD Energy Store
- Shade Trees
- Shine Neighborhood Awards
- Time-of-Day Summer campaign

b) SMUD will use an integrated and consistent communication strategy that recognizes the unique customer segments that SMUD serves.

In 2022, our marketing and communications could be seen and heard in as many as 14 languages in 15 customer-facing channels, including:



c) SMUD’s communication and community outreach activities shall reflect the diversity of the communities that we serve. SMUD shall use a broad mix of communication channels to reach all customer segments. This communication shall be designed to ensure that all groups are aware of SMUD’s major decisions and programs.

With hundreds of events and sponsorships, millions of emails and bill inserts, tens of thousands of websites and apps and multiple social media channels where customers could see our ads, and our schedule of broadcast and streaming TV and radio and print advertisements, it’s clear that we used a broad mix of channels to reach all our customers in the channels they prefer. This includes in-language media such as broadcast and streaming TV and radio, print advertising, digital and social media, and customer collateral in up to 14 languages.

These tactics account for 855,298,145 customer impressions in 2022. Of these, 465,282,191 were ethnic impressions. Just measuring TV and radio, the average SMUD customer had the opportunity to see or hear a SMUD commercial 34 times in 2022.

- 13,410,582 bill package inserts
- 22,061,698 emails
- 7 Social Media Channels
- 434 billboards, transit boards
- 33 print publications
- 933,968 direct mail pieces
- 26 radio stations
- 108,382 websites & app's
- 23 broadcast, cable & streaming TV stations

4) **Challenges**

In 2022 we also continued to experience challenges related to the effects of the COVID-19 pandemic, as well as other societal pressures including record inflation and a historic heatwave and statewide energy emergency presenting unique challenges to pivot summer messaging to encourage conservation.

In the first and second quarters of 2022, SMUD reinstated late fees, disconnects and collections which had been paused since the start of the pandemic in 2020. We supported this with targeted as well as broad communications and outreach to ensure customers were aware of the transition, while offering programs and services to help manage energy use and bill impacts.

Our use of a broad mix of channels and tactics to ensure SMUD messages reach our customers in the communication channels they prefer is an ongoing challenge as customer communication preferences continue evolving. We always look to new opportunities to reach customers, but communication channels can be limited based on our service territory especially for those that prefer communications in languages that may have limited communication channels.

Not all programs and services are intended for all customers, which is why we use target marketing, segmentation and leverage machine learning and artificial intelligence to target our communications and outreach to customers most likely to qualify and benefit from a particular program or service.

5) **Recommendation**

It is recommended that the Board accept the Monitoring Report for SD-15 Outreach and Communication.

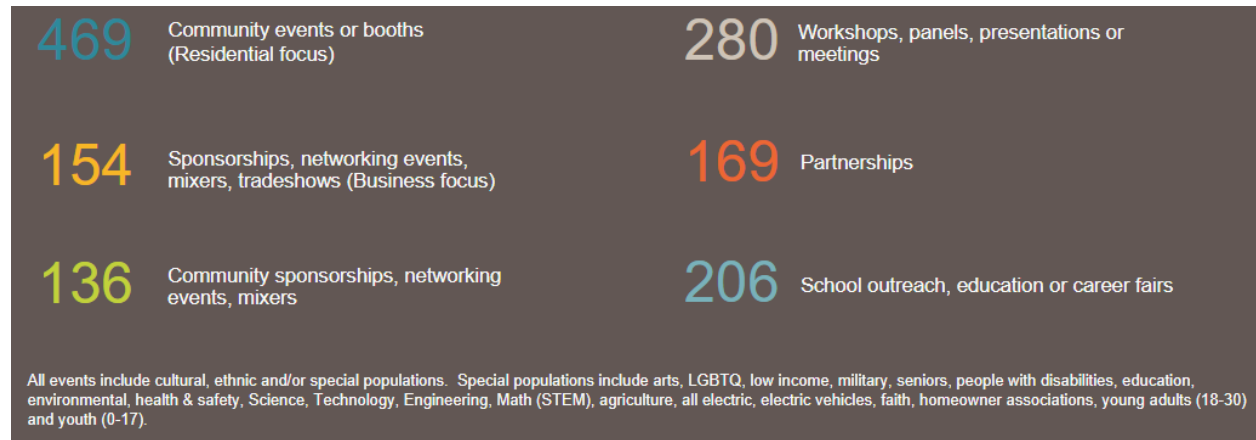
6) **Appendices**

APPENDIX A
Community Outreach and Engagement

In 2022, we continued to be very active in the community through our support of efforts that improve the quality of life in our region. SMUD participated in 1,414 events and sponsorships, and SMUD employees volunteered 11,067 hours.

1,414
Total events & partnerships

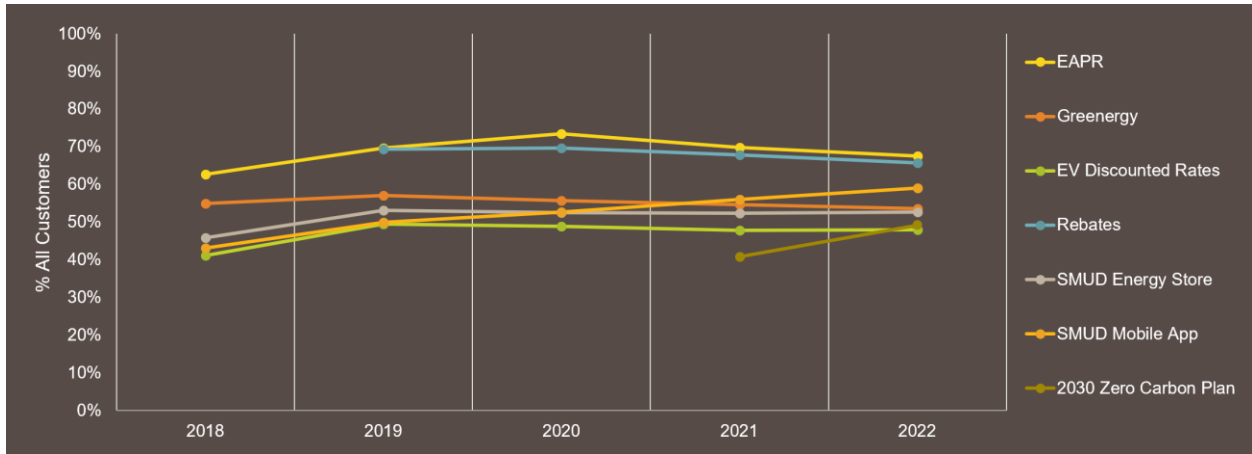
11,067
Total volunteer hours



APPENDIX B Awareness of Programs by Ethnicity

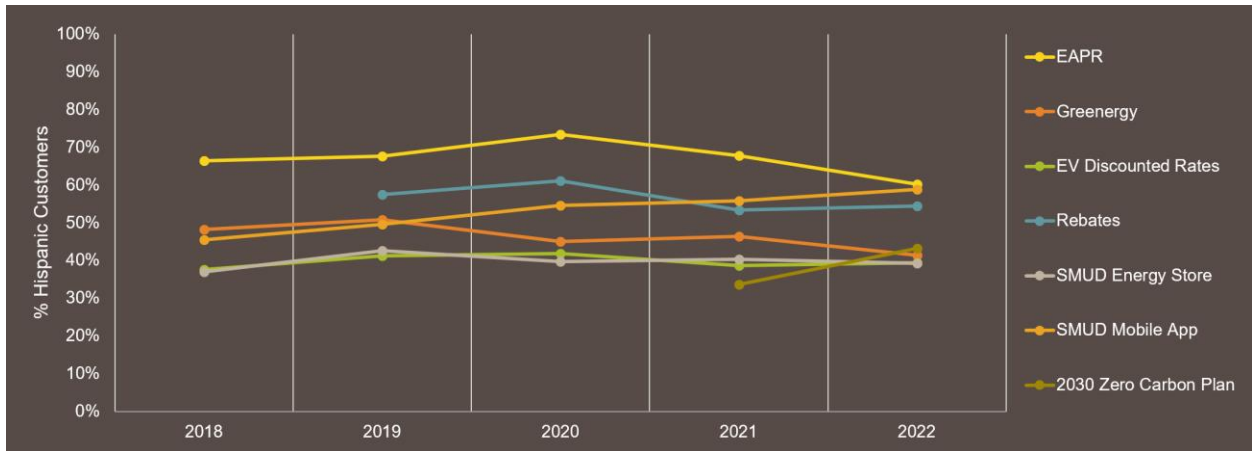
All Customers – Overall Awareness Trends

Notable increases in awareness of 2030 Zero Carbon Plan and mobile app. All other programs were relatively steady year over year.



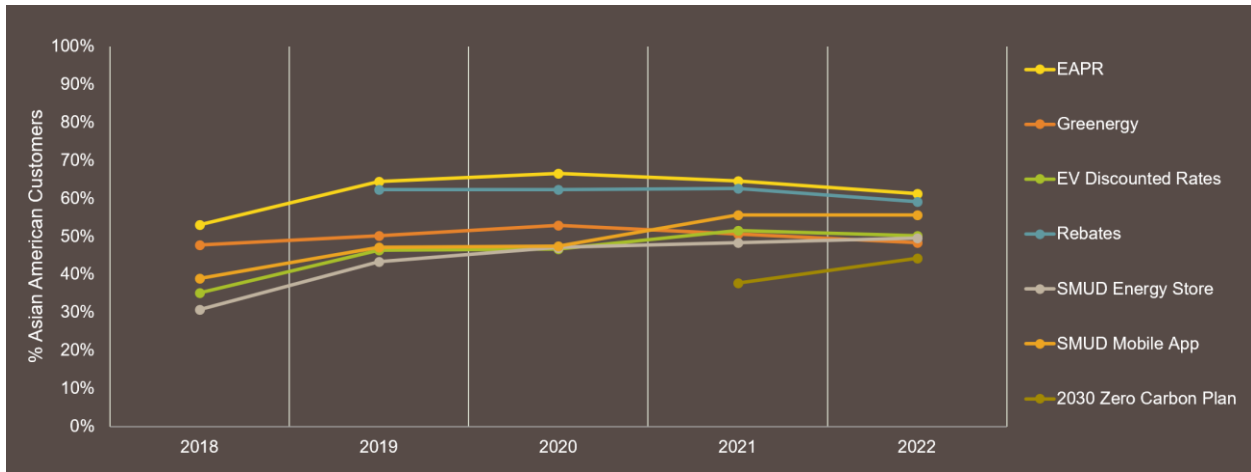
Hispanic – Overall Awareness Trends

Most notable changes were increased awareness of the 2030 Zero Carbon Plan and decreased awareness of EAPR, which has trended back up in 2023.



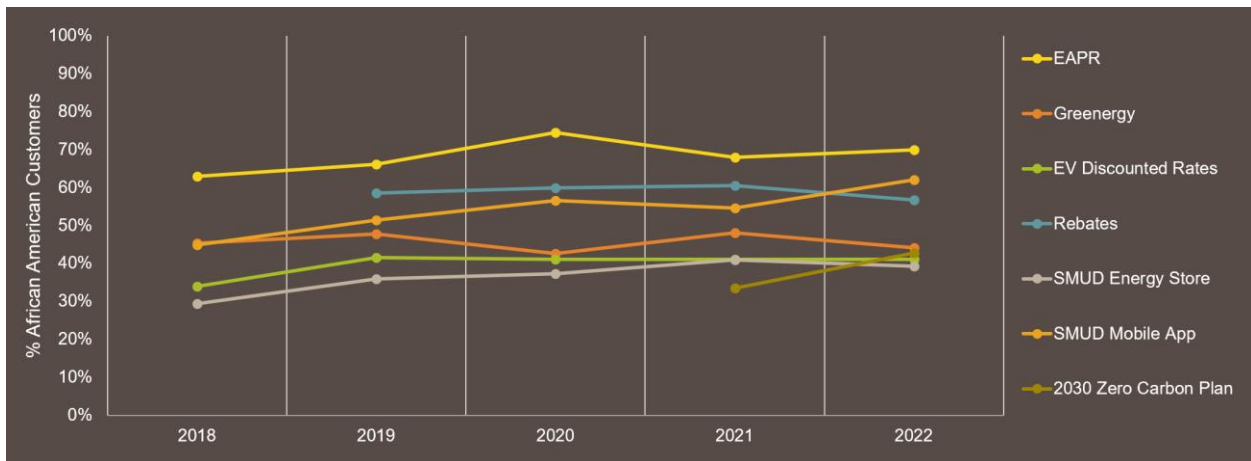
Asian Pacific Islander – Overall Awareness Trends

Most notable increase in awareness of the 2030 Zero Carbon Plan. Minimal change for other programs.



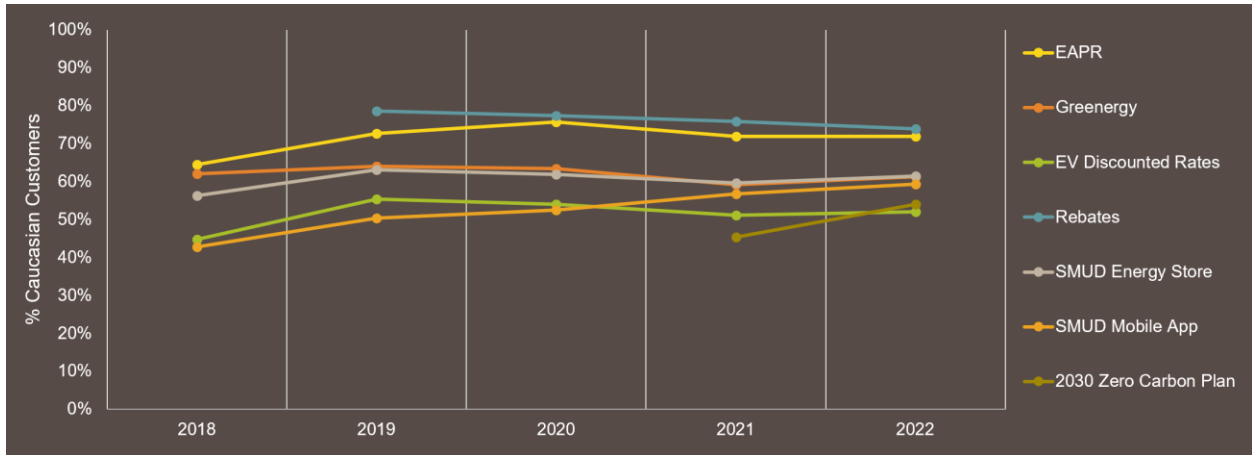
Black – Overall Awareness Trends

Awareness increased for the 2030 Zero Carbon Plan and the mobile app. All other programs were consistent or had minimal movement from the previous year.



White – Overall Awareness Trends

Most notable increase in awareness of the 2030 Zero Carbon Plan. Minimal changes in awareness for other programs.



SSS No. BOD 2023-009

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy – 08/09/23
Board Meeting Date N/A

TO	TO
1. Jennifer Davidson	6.
2. Suresh Kotha	7.
3. Brandy Bolden	8.
4. Farres Everly	9. Legal
5.	10. CEO & General Manager

Consent Calendar		Yes	<input checked="" type="checkbox"/>	No <i>If no, schedule a dry run presentation.</i>	Budgeted	<input checked="" type="checkbox"/>	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>
FROM (IPR) Dave Tamayo / Interim Special Assistant to the Board	DEPARTMENT Board Office				MAIL STOP B304	EXT. 6154	DATE SENT 7/13/23	

NARRATIVE:

Requested Action: Allow the Board of Directors and Executive staff an opportunity to discuss and evaluate existing policies: **Board-Staff Linkage BL-9, Delegation to the General Manager with Respect to Local, State and Federal Legislation and Regulation; Board-Staff Linkage BL-10, Delegation to the General Manager with Respect to Real and Personal Property; and Board-Staff Linkage BL-11, Delegation to the General Manager with Respect to the Settlement of Claims and Litigation.**

Summary: The Board agreed to monitor established policies on a yearly basis to create a framework to better understand the policies and give the Board an opportunity to make improvements, additions, or changes as desired.

Board Policy: *(Number & Title)* This monitoring supports Governance Process GP-2, Governance Focus, which states that the Board will direct, evaluate and inspire the organization through the establishment of written policies reflecting the Board’s values.

Benefits: Monitoring policies helps ensure the policies are current and in keeping with the current will of the Board.

Cost/Budgeted: Included in budget.

Alternatives: Monitor these policies at a later date.

Affected Parties: Board of Directors

Coordination: Interim Special Assistant to the Board

Presenter: Dave Tamayo, Policy Chair

Additional Links:

SUBJECT Board Monitoring of BL-9, BL-10, and BL-11	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SMUD BOARD POLICY

Category: Board-Staff Linkage	Title: Delegation to the General Manager with Respect to Local, State and Federal Legislation and Regulation
	Policy Number: BL-9
Date of Adoption: October 21, 2004	Resolution No. 04-10-07
Revision Date: December 18, 2008	Resolution No. 08-12-17
Revision Date: August 4, 2011	Resolution No. 11-08-04
Revision Date: October 6, 2011	Resolution No. 11-10-01
Revision Date: August 21, 2014	Resolution No. 14-08-03

This Board supports development of legislative and regulatory policies that further the Board's policies.

- a) The General Manager is authorized to develop local, state and federal legislative, regulatory and budget positions consistent with Board policies, and communicate them to the Congress, the Legislature, regulatory agencies, local agencies and relevant stakeholders.
- b) When communicating a new position on local, state or federal legislation or budget proposals, the General Manager will provide advance notice to the Board when feasible.

Monitoring Method: GM Report
Frequency: Semi-Annual

SMUD BOARD POLICY

Category: Board-Staff Linkage	Title: Delegation To The General Manager With Respect To Real and Personal Property
	Policy Number: BL-10
Date of Adoption: September 21, 2006	Resolution No. 06-09-11
Revision: December 7, 2006	Resolution No. 06-12-03
Revision: December 18, 2008	Resolution No. 08-12-11
Revision: August 4, 2011	Resolution No. 11-08-04
Revision: August 21, 2014	Resolution No. 14-08-03

Normal business operations require SMUD to engage in: (i) the acquisition, disposition, and lease of interests in real property; and (ii) the disposition and lease of surplus personal property.

- a) **Delegation of Authority:** The General Manager is delegated decision making and approval authority within the parameters that follow.
- b) **Real Property:**
 - i) Purchase, Sale or Exchange of Real Property. The purchase price does not exceed \$5 million and is within 115% of the appraised value of the property. The sale of real property shall be at fair market value and offered in accordance with California Government Code section 54220 et seq. and other applicable law. In an exchange of real property, SMUD shall remain financially whole or benefit from the transaction.
 - ii) Lease of SMUD Real Property. Leases shall be for fair market value and shall not adversely impact SMUD's current or anticipated future operations.
 - iii) Easements, Rights of Way, Licenses or Quitclaim Deeds. Easements, rights of way, licenses and quitclaim deeds may be granted to third parties where SMUD's current or anticipated future operations are not adversely

impacted. Lease, easements, licenses and rights-of-way from third parties may be obtained within 125% of fair market value.

- iv) Special Assessments, Governmental Fees and Property Taxes. Cast all ballots, negotiate, pay taxes, assessments, fees, levies or charges arising from or related to SMUD's ownership or other interests in real property.

c) **Personal Property:**

- i) Disposal of Surplus, Scrap or Obsolete Personal Property. The disposal of surplus, scrap, or obsolete personal property shall be done in accordance with applicable law.
- ii) Lease of SMUD Personal Property. Leases shall be for fair market value and shall not adversely impact SMUD's current or anticipated future operations.

Monitoring Method: GM Report
Frequency: Annual

SMUD BOARD POLICY

<p>Category: Board-Staff Linkage</p>	<p>Title: Delegation To The General Manager With Respect To The Settlement of Claims and Litigation</p>
	Policy Number: BL-11
Date of Adoption: October 19, 2006	Resolution No. 06-10-04
Revision: December 7, 2006	Resolution No. 06-12-04
Revision: January 24, 2008	Resolution No. 08-01-06
Revision: October 16, 2008	Resolution No. 08-10-09
Revision: August 4, 2011	Resolution No. 11-08-04
Revision: August 21, 2014	Resolution No. 14-08-03

Normal business operations require SMUD to enter into settlements of: (i) claims and lawsuits filed against it and brought by SMUD against third parties; (ii) regulatory matters to which SMUD is a party; and (iii) other disputes with third parties (“Dispute” or “Disputes”).

- a) **Delegation of Authority:** The General Manager, upon the advice of the General Counsel, is delegated authority to enter into settlement agreements to resolve Disputes and is authorized to execute all necessary documents to finally resolve such matters in accordance with Board policy and within the parameters of the matrix below.

<u>Category</u>	<u>Amount</u>
Tort Claims/Other Claims Under Workers’ Compensation Laws	Up to SMUD’s self-insured retention levels¹
Condemnations Filed by SMUD	

¹ Amounts in excess of the self-insured retention levels are paid under insurance policies.

Up to 115% of Appraised Value	\$5 million
Greater than 115% of Appraised Value	\$500k

Condemnations Filed against SMUD	
85% or greater of Appraised Value	\$5 million
Less than 85% of Appraised Value	\$500k

All other Disputes	\$500k
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- b) **Reporting:** The General Manager shall timely provide the Board with a summary of any significant settlement of a Dispute.

Monitoring Method: GM Report
Frequency: Annual

SSS No. BOD 2022-014

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy Committee 8/9/23
Board Meeting Date N/A

TO	TO
1. Jennifer Davidson	6.
2. Suresh Kotha	7.
3. Brandy Bolden	8.
4. Farres Everly	9. Legal
5.	10. CEO & General Manager

Consent Calendar	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<i>If no, schedule a dry run presentation.</i>	Budgeted	<input type="checkbox"/>	Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>
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FROM (IPR) Heidi Sanborn / Karen Wilfley	DEPARTMENT Board Office	MAIL STOP B307	EXT. 5079	DATE SENT 12/22/2022
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NARRATIVE:

Requested Action: Enable the Board of Directors and Executive Staff an opportunity to review the Board Work Plan.

Summary: The Board President reviews the Board Work Plan at the Policy Committee meeting to ensure agenda items support the work of the Board.

Board Policy: *(Number & Title)* This review of the work plan supports GP-6 Role of the Board President which states that the Board President shall give progress reports on the Board's work plan.

Benefits: Reviewing the Work Plan allows the Board members and Executive staff to make changes to the Work Plan and Parking Lot items as necessary.

Cost/Budgeted: Costs included in budget.

Alternatives: Not review the Work Plan at this time

Affected Parties: Board and Executive staff

Coordination: Special Assistant to the Board

Presenter: Heidi Sanborn, Board President

Additional Links:

SUBJECT Board Work Plan	ITEM NO. <i>(FOR LEGAL USE ONLY)</i>
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.

SSS No. BOD 2022-018

BOARD AGENDA ITEM

STAFFING SUMMARY SHEET

Committee Meeting & Date Policy Committee 8/9/23
Board Meeting Date N/A

TO	TO
1. Jennifer Davidson	6.
2. Suresh Kotha	7.
3. Brandy Bolden	8.
4. Farres Everly	9. Legal
5.	10. CEO & General Manager

Consent Calendar		Yes	<input checked="" type="checkbox"/>	No <i>If no, schedule a dry run presentation.</i>	Budgeted		Yes	No <i>(If no, explain in Cost/Budgeted section.)</i>
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FROM (IPR) Dave Tamayo / Karen Wilfley	DEPARTMENT Board Office	MAIL STOP B307	EXT. 5079	DATE SENT 12/27/22
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NARRATIVE:

Requested Action: A summary of directives provided to staff during the committee meeting.

Summary: The Board requested an on-going opportunity to do a wrap up period at the end of each committee meeting to summarize various Board member suggestions and requests that were made at the meeting in an effort to make clear the will of the Board. The Policy Committee Chair will summarize Board member requests that come out of the committee presentations for this meeting.

Board Policy: GP-4 Agenda Planning states the Board will focus on the results the Board wants the organization to achieve.
(Number & Title)

Benefits: Having an agenda opportunity to summarize the Board's requests and suggestions that arise during the committee meeting will help clarify what the will of the Board.

Cost/Budgeted: Included in budget

Alternatives: Not summarize the Board's requests at this meeting.

Affected Parties: Board of Directors and Executive Staff

Coordination: Special Assistant to the Board

Presenter: Dave Tamayo, Policy Chair

Additional Links:

SUBJECT Summary Of Committee Direction - Policy	ITEM NO. (FOR LEGAL USE ONLY)
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ITEMS SUBMITTED AFTER DEADLINE WILL BE POSTPONED UNTIL NEXT MEETING.